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OCT 11 1 49 PM '94

INFORMAL COMPLAINTS  
BRANCH  
ENFORCEMENT DIVISION  
COMMON CARRIER BUREAU



October 5, 1994

Federal Communications Commission  
Enforcement Division, Common Carrier Bureau  
1919 M Street, NW  
Washington, DC 20554

RECEIVED

NOV - 4 1995

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: 800 Fraud

Dear Commissioners:

DOCKET FILE COPY ORIGINAL

Please accept the following comments on behalf of Sonesta International Hotels Corporation in support of the Proposed Rule in CC Docket No 93-22 [FCC 94-200].

Attached please find just one example of calls placed from our guest rooms to 800 numbers that resulted in charges back to the originating number.

Several factors make these calls very difficult to track on our hotel phone bills. Obviously there is no way for hotels to recover such costs as the guest who occupied the room is long gone. Further, although our hotels do dispute such charges when discovered, it is very easy for these calls to slip by unnoticed when buried in the middle of the average hotel telephone bill of 100+ pages.

Even more difficult for us to spot are the "dial-a-porn" numbers that have now set up overseas, as we are accustomed to seeing somewhat higher charges associated with international calls.

Sonesta International therefore supports the proposed rule to prohibit these fraudulent operations. If you have any questions, or if there is anything additional we can do, please do not hesitate to contact me.

Thank you.

Carol C. Beggs  
Director of Information Systems



ATELNET PAGE 1 OF 1

02162

IF YOU HAVE QUESTIONS ABOUT  
THE AMERICAN TELNET INC.  
PORTION OF YOUR BILL PLEASE  
CALL ..... 1 800 488-0387

ACCOUNT NO. 617 491-3888 508 001 8 877

BILLING PERIOD: MARCH 5-APRIL 4, 1994

RECEIVED

Itemization of Account

JAN - 4 1995

## New Charges

## ▶ Calling Services

## • PAY-PER-CALL SERVICES

NO.	DATE	TIME	PLACE	AREA-NUMBER	* MIN-SEC	AMOUNT
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CALLS FROM 617 491-3882

BILLED ON BEHALF OF AMERICAN TELNET INC

1. MAR 7 100AM LIVE TALK

900 488-5683

NO

3:00

6.00

SUBTOTAL OF AMERICAN TELNET INC

6.00

CALLS FROM 617 491-8338

BILLED ON BEHALF OF AMERICAN TELNET INC

2. MAR 7 100AM PERSONALS

900 488-5683

NO

2:00

5.00

SUBTOTAL OF AMERICAN TELNET INC

5.00

\* NO NIGHTWEEKEND DIAL

PAY-PER-CALL SERVICES - LOCAL OR LONG DISTANCE SERVICES CANNOT BE DISCONNECTED FOR NON-PAYMENT  
OF THESE PAY-PER-CALL SERVICES. PAYMENT OF DISPUTED CHARGES IS NOT REQUIRED UNTIL SUCH  
CHARGES ARE FOUND UNDISPUTED. FAILURE TO PAY LEGITIMATE CHARGES MAY RESULT IN PAYMENT  
COLLECTION ACTIONS BY INFORMATION PROVIDERS AND ACCESS TO PAY-PER-CALL SERVICES MAY BE DENIED.  
NO NUMBER BLOCKING IS AVAILABLE UPON REQUEST.

TOTAL OF CALLING SERVICES

11.00

## ▶ Total Tax—FEDERAL

33

STATE

.55

.88

TOTAL NEW CHARGES FOR AMERICAN TELNET INC.

11.88

This portion of your bill is provided as a contracted service to ATELNET. ATELNET provides billing services for  
themselves or for carriers who offer toll calling or operator assisted telephone service which may originate from residential  
telephones or from general business telephones including hotels, hospitals, and gay telephones. Charges for these calls are  
determined by the carrier whose network is used at the time you place your call and are not set by NYNEX or ATELNET.



INFOACCESS PAGE 1 OF 1

IF YOU HAVE QUESTIONS ABOUT  
THE INFO ACCESS, INCORPORATED  
PORTION OF YOUR BILL PLEASE  
CALL ..... 1 800 645-8830

ACCOUNT NO. 617 491-3888 508 001 8 877

BILLING PERIOD: MARCH 5-APRIL 4, 1994

Itemization of Account

## New Charges

## ▶ Calling Services

## • ITEMIZED CALLS

NO.	DATE	TIME	PLACE	AREA-NUMBER	* MIN-SEC	AMOUNT
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CALLS FROM 617 491-8700

1. JAN 28 1032PM DIR ASST CHG

808 555-1212

ED

2:47

15.5

CALLS FROM 617 491-0703

2. JAN 28 1009PM DIR ASST CHG

808 555-1212

ED

2:48

15.5

CALLS FROM 617 491-3853

3. FEB 21 547PM COMMFONE P

AM 880 785-3535

ED

5:33

24.75

CALLS FROM 617 491-4169

4. JAN 27 920PM AM. CALL P

AA 800 944-1861

ED

1:27

3.85

\* ED EVENING DIAL

TOTAL OF CALLING SERVICES

60.20

## ▶ Total Tax—FEDERAL

1.81

STATE

3.82

4.63

TOTAL NEW CHARGES FOR INFO ACCESS, INCORPORATED

65.13

This portion of your bill is provided as a service to INFOACCESS.  
There is no connection between NYNEX and INFOACCESS.

4/15/94  
Ann will  
call Carl Mann  
and speak to  
Humbinger

Back  
387 3rd Avenue  
Box 387  
NY, NY 10016  
Ami Cashman  
Service

1-800-568-3197

Post-It™ brand fax transmittal memo 7871 # of pages 1

To: Carol Beggs	From: Ann Goldberg
Co:	Co:
Dept:	Phone #
Fax # 421-5494	Fax # 491-1254